

# The PSTN Switch-Off Checklist

The UK's 40-year-old analogue landline network is set to close at the end of January 2027. If you have not done so already, it is **VITAL** you act now.

## **STEP 01 Don't wait. Start planning now**

Your provider should write to you before your line is switched, but letters can come late, get missed, or not arrive at all.

## **STEP 02 Ask your provider when your area is scheduled**

- The switch-off is rolling out area by area across the UK. Be proactive, call your provider and ask directly. Don't wait for a letter. Knowing your date helps you sort everything else in good

## **STEP 03 Check if your home phone will still work**

Older corded phones that plug directly into the wall socket will not work on the new digital network without an adapter. Check with your provider, many will supply one replacement free of charge.

## **STEP 04 Check any personal or medical alarm**

If you or someone in your home uses a telecare device, such as a lifeline pendant alarm, fall detector, or emergency call button, contact the alarm provider before anything changes. These devices often rely on the phone line and may need replacing or

## **STEP 05 Check your home burglar alarm**

Many home alarm systems use the phone line to contact a monitoring centre if they're triggered. Contact your alarm company to ask if your system is switch-off ready.

## **STEP 06 Know what happens if the power or internet goes down**

Unlike a traditional landline, your new digital phone needs your broadband router switched on and working. If the power goes out or your internet drops, it won't work. A charged mobile phone can be used in the unlikely event that power is offline.

## **STEP 07 Ask your broadband provider about emergency call backup**

Your broadband provider is required by Ofcom to offer you a way to call 999 during a power cut, usually a battery backup unit for your router, free of charge if you rely on your landline and don't have another device, such as a mobile phone. Contact them directly to find out more about battery backups.

## **STEP 08 Write down your key phone numbers today**

In case of any disruption during the switch, keep a few important numbers written down somewhere easy to find: your doctor's surgery, family members, and your provider's customer service number.

## **STEP 09 Ask for help, sooner rather than later**

You don't have to figure this out alone. Your provider **must** offer assisted migration support, and charities like Age UK can help. The earlier you ask, the more time there is to get it right.

## **STEP 10 You have switched**

You don't have to wait until January 2027 to switch. Over 85% of people have already switched and are using the service now. So, once you have switched you can simply sit back and relax.